



## INCIDENT RECORDING COMPLIANCE COMPONENT

DEFINITION	
<i>Name</i>	Incident Recording
<i>Description</i>	The Incident Recording compliance component outlines the minimum data collection requirements for recording incidents received within State of Missouri help desks.
<i>Rationale</i>	Minimum requirements for recording incidents establish common data for all State of Missouri help desks.
<i>Benefits</i>	<ul style="list-style-type: none"> <li>• Provides a guideline for all State of Missouri help desks to follow</li> <li>• Ensures the minimum amount of information is recorded to process an incident</li> <li>• Expedites processing of incidents by gathering standard information</li> <li>• Helps to structure a searchable knowledge base for problem resolution</li> <li>• Provides a history of work performed</li> <li>• Allows common reporting and data sharing among agencies</li> <li>• Provides common data for management reporting</li> </ul>
ASSOCIATED ARCHITECTURE LEVELS	
<i>Specify the Domain Name</i>	Systems Management
<i>Specify the Discipline Name</i>	Help Desk/Incident Management
<i>Specify the Technology Area Name</i>	Incident Management
<i>Specify the Product Component Name</i>	
COMPLIANCE COMPONENT TYPE	
<i>Document the Compliance Component Type</i>	Guideline
<i>Component Sub-type</i>	
COMPLIANCE DETAIL	
<i>State the Guideline, Standard or Legislation</i>	<p>At a minimum, the following items must be recorded for each incident submitted to the help desk:</p> <ul style="list-style-type: none"> <li>• Customer Name</li> <li>• Company/location</li> <li>• Contact Information (Phone number, Email address)</li> <li>• Category</li> <li>• Description</li> <li>• Status</li> <li>• Priority level</li> <li>• Ticket Creator</li> <li>• Assignee</li> <li>• History of work performed</li> <li>• Date and Time (opened, modified, closed)</li> <li>• Resolution</li> </ul>

	Additionally, the following items must be recorded for each incident in which they are applicable: <ul style="list-style-type: none"> <li>• Customer ID</li> <li>• Attachments</li> <li>• Effective SLA</li> <li>• Physical Device Identification</li> </ul>		
<i>Document Source Reference #</i>			
Compliance Sources			
<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			
<i>Name</i>		<i>Website</i>	
<i>Contact Information</i>			
KEYWORDS			
<i>List Keywords</i>			
COMPONENT CLASSIFICATION			
<i>Provide the Classification</i>	<input type="checkbox"/> <i>Emerging</i> <input checked="" type="checkbox"/> <i>Current</i> <input type="checkbox"/> <i>Twilight</i> <input type="checkbox"/> <i>Sunset</i>		
<i>Sunset Date</i>			
COMPONENT SUB-CLASSIFICATION			
<i>Sub-Classification</i>	<i>Date</i>	<i>Additional Sub-Classification Information</i>	
<input type="checkbox"/> <i>Technology Watch</i>			
<input type="checkbox"/> <i>Variance</i>			
<input type="checkbox"/> <i>Conditional Use</i>			
Rationale for Component Classification			
<i>Document the Rationale for Component Classification</i>			
Migration Strategy			
<i>Document the Migration Strategy</i>			
Impact Position Statement			
<i>Document the Position Statement on Impact</i>			
CURRENT STATUS			
<i>Provide the Current Status</i>	<input checked="" type="checkbox"/> <i>In Development</i> <input type="checkbox"/> <i>Under Review</i> <input checked="" type="checkbox"/> <i>Approved</i> <input type="checkbox"/> <i>Rejected</i>		
AUDIT TRAIL			
<i>Creation Date</i>	1/4/2008	<i>Date Approved / Rejected</i>	4/8/08
<i>Reason for Rejection</i>			
<i>Last Date Reviewed</i>		<i>Last Date Updated</i>	03/25/2008
<i>Reason for Update</i>			